

IOT Database Services - 2023

Who We Are:

An 18-member team (8 SQL/1 DB2, 5 Oracle, 4 contractors) that manages all database infrastructure for all state agencies.

Our Mission:

Provide multi-platform database, Oracle database and Oracle application services which maximizes uptime while protecting data using the latest technologies.

Department: 493016

Manager: Faisal Khan

What We Do:

Maintain and support SQL Server, Oracle database, and Oracle applications, including, but not limited to, licensing, monitoring, and patching. Providing limited support of Database programming (PL/SQL).

Our Products:

1049	Database Maintenance Services
1114	Database Hosting
1114A	Database Size Overage 1GB+
1114B	Exadata Hosting
1191	Oracle Application Hosting
1196	Oracle WCC

Our Tools:

ASM	Ticket Management and SLA Measurement
Citrix	Allows connection to servers in restricted zones
Enterprise Mgr/Cloud Control	Web browser-based monitoring/administration tool
FileZilla	Transferring files to/from agencies/vendors via secured FTP
Idera Diagnostic Manager	Monitoring and alerting and researching SQL servers
MS Remote Desktop / RoyalTS	rdp client for connecting to Windows servers
MS Visual Studio	Managing Integration Services packages
Notepad, Notepad ++, Wordpad	Viewing and editing text files
Putty/SSH	Client for connecting to AIX/Unix/Linux (Exadata) servers
RedGate Backup Pro	Compressing/encrypting backups for older versions of SQL
SQL Server Management Studio	Managing SQL servers
SQL plus	Connecting to databases
System Center Operations Mgr	Monitoring and alerting on SQL servers
Toad for Oracle	Monitoring/administration tool
TreeSize Professional 4	Server file admin (finding outdated/large/hidden files)
WinSCP	Transfer Oracle software and patching to servers
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MobaXterm	SSH Client for connecting to Unix based systems and providing GUI integration tools
SQL Developer	GUI based client to manage and administer Oracle databases
SQL Server Integration Services	Platform for building data integration and data transformation solutions.
SQL Server Patch Advisor	In-house built SQL patch detection and deployment tool.

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays	
Resolve customer issues within 32 IOT business hours	90%+ G; 87%+ Y; <87% R
Database Server Availability	99.9%+ G; 96.9%+ Y; <96.9% R

Our Customers:

Executive Branch, Judicial Branch and Secretary of State.

Our Budget:

\$8.5 million

Our Growth:

SQL Databases Supported: 3826 as of 12/13
Oracle Database Supported: 718 as of 12/13

Recent Major Accomplishments:

- Establishment of Oracle VM farm for databases
- SQL 2008 end of life migration to supported versions
- Implementation of Exadata Cloud@Customer

Current Projects:

- Enterprise patching tool for SQL 2.0
- Migration of all Oracle servers to Linux
- Automating patching for Oracle servers
- 2012 Server Migration